

It is our policy to ensure all necessary arrangements are made for maintaining normal business operations and continuity of service. Continuity of service is of critical importance which is why comprehensive Business Continuity Plans have been developed to ensure adequate arrangements for business continuity in response to any unplanned incidents that could affect normal operations are in place. This also includes a comprehensive strategy for the consideration and avoidance of disruptive incidents and consideration of business continuity is incorporated into overall management systems and the business continuity of Information Security.

Disruptive Incidents

A disruptive incident is defined as any unplanned event that can affect or prevent the us from providing or continuing with normal provision of services. Some incidents may be entirely out with our control but consideration is still required to ensure adequate provisions are in place for recovery of operations.

Business Continuity Arrangements

Continuity arrangements are documented and included as part of our overall management systems and are continually reviewed and tested.

Continuity arrangements include;

- Overview of Continuity Responsibilities;
- Provision of resources and training required for ensuring continuity;
- Emergency Recovery Teams - details and responsibilities;
- Business Continuity Procedures including detailed arrangements for activation of continuity plans / emergency response;
- Business Continuity / Disaster Recovery Plans;
- Risk Register which includes review of potential disruptive incidents and Business Impact Analysis;
- Procedures for ongoing testing of business continuity arrangements.

Objectives

- Maintain our services to comply with our company quality objectives.
- Ensure that any outages are recovered within the estimated recovery time.
- Continue to work with our interested parties to exceed their expectations of service.
- All Colleagues complete a series of Business Continuity Awareness and Information Security awareness courses.
- Annual Schedule of Rehearsals completed and results reviewed at Management Review.
- All rehearsals completed with their RTO time.
- Identify our key suppliers and ensure their business continuity arrangements allow Pointer to meet our RTO and provide services to our customers during business disruptions.

Business Continuity Policy

Business Continuity Management

A Business Continuity Lead has been appointed and they are responsible for reviewing and maintaining overall business continuity arrangements, business continuity objectives and achieving continual Improvement of continuity arrangements.

Approved By : Mr RA Rowan (Director)



Date Approved : 09/05/2023

Review Date : 09/05/2024

Pointer Ltd, 65 North Wallace Street, Glasgow G4 0DT Tel: 0141 564 2500
Web: www.pointer.co.uk email: enquires@pointer.co.uk